

Anchorage 9 7 11

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
020001	PROVIDENCE ALASKA MEDICAL CENTER	BOX 196604
020017	ALASKA REGIONAL HOSPITAL	2801 DEBARR ROAD
020026	ALASKA NATIVE MEDICAL CENTER	4315 DIPLOMACY DR

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Address 2	Address 3	City	State
		ANCHORAGE	AK
		ANCHORAGE	AK
		ANCHORAGE	AK

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ZIP Code	County Name	Phone Number
99519	ANCHORAGE	9072613675
99508	ANCHORAGE	9072761131
99508	ANCHORAGE	9075632662

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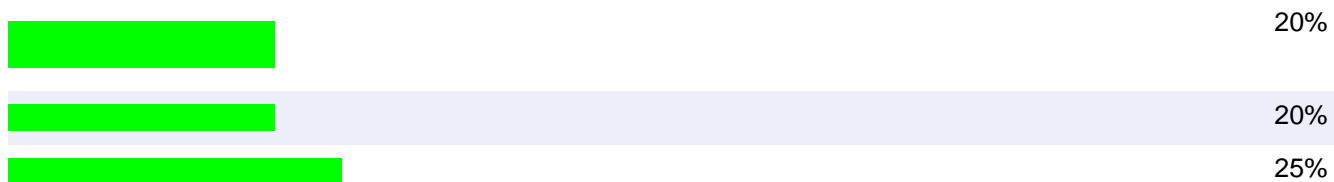
Percent of patients who reported that their nurses "Sometimes" or "Never" communicated well.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Usually" communicated well.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Always" communicated well.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Sometimes" or "Never" communicated well.



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Percent of patients who reported that their doctors "Usually" communicated well.



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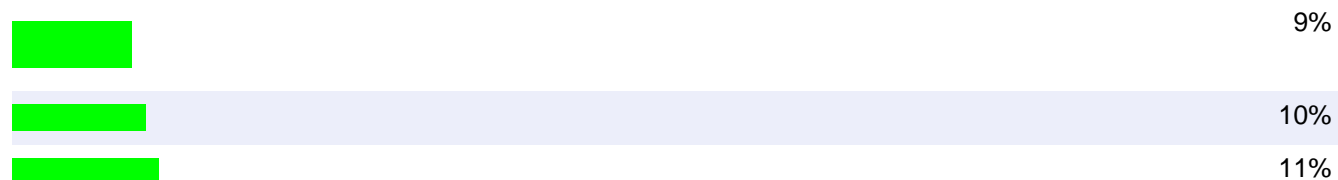
Percent of patients who reported that their doctors "Always" communicated well.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



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Percent of patients who reported that they "Usually" received help as soon as they wanted.



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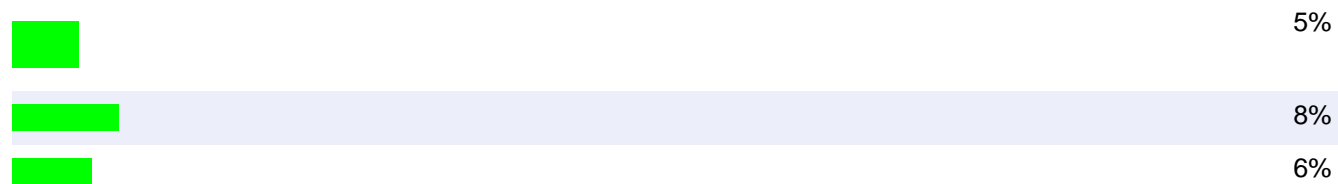
Percent of patients who reported that they "Always" received help as soon as they wanted.



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Percent of patients who reported that their pain was "Sometimes" or "Never" well controlled.



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Percent of patients who reported that their pain was "Usually" well controlled.

27%

25%

29%

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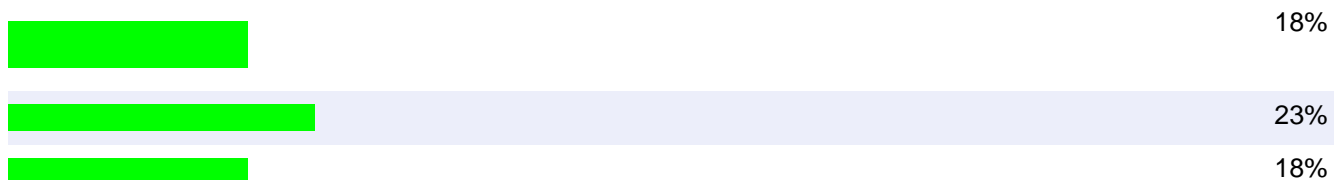
Percent of patients who reported that their pain was "Always" well controlled.



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Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.



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Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.

20%

19%

21%

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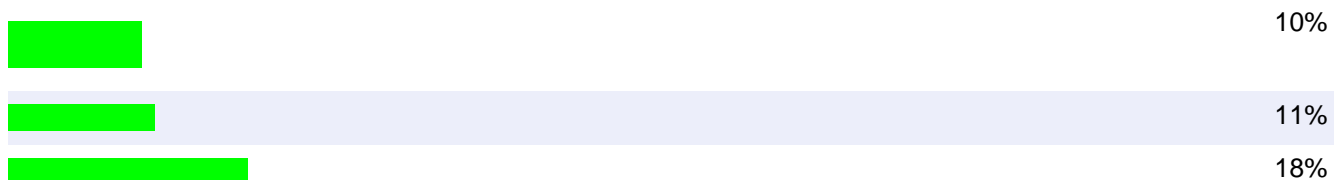
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Usually" clean.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their room and bathroom were "Always" clean.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Usually" quiet at night.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that the area around their room was "Always" quiet at night.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



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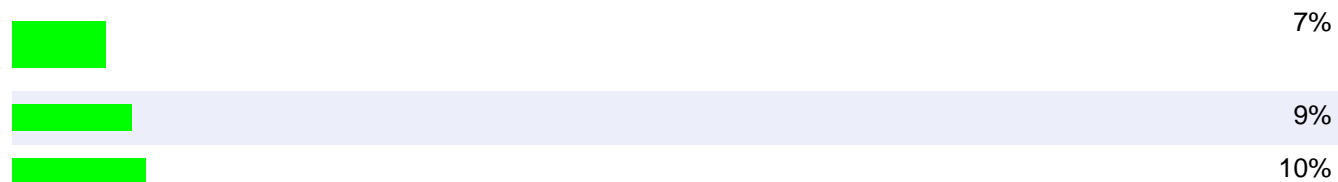
Percent of patients who reported that they were not given information about what to do during their recovery at home.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 7 or 8 on a scale from 0
(lowest) to 10 (highest).



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0
(lowest) to 10 (highest).



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported NO,they would not recommend the hospital.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES,they would probably recommend the hospital.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported YES,they would definitely recommend the hospital.



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Number of Completed Surveys




300 or more

300 or more

300 or more

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Survey Response Rate Percent	Hospital Footnote
	29%
	40%
	20%